

COMMUNICATION WITH SCHOOL STAFF POLICY



Help for non-English speakers

If you need help to understand the information in this policy please contact Balwyn Primary School on (03) 9836 7121.

PURPOSE

This policy explains how Balwyn Primary School proposes to manage common enquiries from parents and carers.

SCOPE

This policy applies to school staff, and all parents and carers in our community.

POLICY

Balwyn Primary School understands the importance of providing helpful and timely responses to common enquiries from parents and carers. To ensure that members of our school community are directed to the most appropriate person to assist them, the information below outlines key contacts for common queries:

- to report a student absence, please enter a Parent Approval Notification using the Compass portal. A Parent Approval Notification is required for each day that a student is absent
- to notify the school of absences that are longer than 3 consecutive days, contact the school using the school's email address balwyn.ps@education.vic.gov.au marked attention to the Principal. Parents are reminded that absences of 5 days or greater that are not due to illness will require prior approval from the Principal.
- to report any urgent issues relating to a student on a particular day, please contact the school office on 9836 7121
- to discuss a student's academic progress, health or wellbeing, please contact your child's teacher, Level Team Leader or the Assistant Principal – Wellbeing
- for enquiries regarding camps and excursions, please contact your child's teacher, Level Team Leader or the Assistant Principal – Wellbeing
- to make a complaint, please contact the school's email address balwyn.ps@education.vic.gov.au. Please also refer to our Complaints policy
- to report a potential hazard or incident on the school site, please contact the school office on 9836 7121 or the school's email address balwyn.ps@education.vic.gov.au
- for parent payments, please contact the school office on 9836 7121 or the school's email address balwyn.ps@education.vic.gov.au
- for all other enquiries, please contact the school office on 9836 7121 or the school's email address balwyn.ps@education.vic.gov.au

School staff will endeavour to respond to general queries as soon as possible and ask that you allow us 2 - 3 working days to provide you with a detailed response. We will also endeavour to respond to urgent matters within 24 hours where possible.

Requests for information

Parents and carers are generally entitled to information ordinarily provided to parents, including school reports and newsletters.

Parents and carers seeking information that is not ordinarily provided to parents are encouraged to apply for access through the Freedom of Information process, or, if the information is sought for use in court proceedings, by issuing a subpoena.

Freedom of Information requests should be directed to:

Manager – Freedom of Information Unit
Department of Education and Training
2 Treasury Place
EAST MELBOURNE VIC 3002
03 9637 3134
foi@education.vic.gov.au

POLICY REVIEW AND APPROVAL

Policy last reviewed	21/6/2023
Approved by	Principal
Next scheduled review date	June 2026